

ADDENDUM TO REQUEST FOR PROPOSAL

REFERENCE: RFP 802-18-41445
San Jacinto Complex Visitor Survey

Except as provided herein, all terms and conditions of the document referenced herein, remain unchanged and in full force and effect. The following are official revisions, additional specifications and/or clarifications to this **RFP**, which become part of the **RFP** document and may be considered in your response.

Questions and Answers

Question #	Section	Paragraph	Question	TPWD Response
1	NA	General Question	Is this a new effort or is a contractor already performing this work?	New
2	NA	General Question	If this is a new effort, has the TPWD collected any other types of feedback at these sites?	TPWD has not collected feedback from visitors in the last 10 years.
3	NA	General Question	Is there a budget for this contract? / Will TPWD share the budget to this project.	TPWD does not share budget related information.
4	NA	General Question	Will you provide access to any visitor contact information you may have gathered?	TPWD will share any information it has during the development phase.
5	NA	General Question	There are two surveys / locations to be surveyed - Is this a repeat project? Is there past research data related and pertinent to this RFP?	TPWD completed a visitor survey 10 years ago. For tracking trends, the report/data could be useful. TPWD is not interested in the replication of past methodologies.
6	NA	General Question	Our perception from the RFP is that the preferred methodology is a VISITOR IN-PERSON INTERCEPT Survey, would TPWD be agreeable to a mixed mode of intercept and Social Media Intercepts?	This may be discussed during the development phase. TPWD is interested in engaging visitors who have visited the site and their experience. TPWD also wants to know who is visiting our site.

7	NA	General Question	Is it possible that you will select a vendor outside the state of Texas?	Yes
8	NA	General Question	How many entrances does each facility have for visitors to utilize?	Battleship: one entrance/exit Battleground: two entrance gates for vehicles entering the park. There is no means of visitor crowd control on the battlefield.
9	NA	General Question	What is the security process at each entrance?	Battleship: visitors are forced to pass through the ship store, where they buy tickets and then proceed to the ship. Battleground: entrance is free and there is no security for ticketing.
10	NA	General Question	Will our staff need background checks or staff permissions to be onsite?	The awarded vendor will be responsible for the actions of its' employees. We require contractors/sub-contractors to check in and out when they are on site. This is a standard safety practice for our contractors to ensure we know who is onsite in the event of a shelter in place or evacuation.
11	NA	General Question	What times are the busiest for each facility?	Generally, volume picks up after 12pm. Peak time for school groups during the week is from 10am-1pm.
12	NA	General Question	How many current staff people have you assigned to this project in the past and/or currently?	Two staff members are involved in the management of this project. Information about past projects is not available.
13	NA	General Question	In addition to our survey takers, do we need to provide a manager on site?	The awarded vendor is responsible for the management of project staff and shall determine the necessity of this requirement.
14	NA	General Question	What technology does each facility currently have in place?	We have wired internet connection and electrical outlets at the battleship. Nothing is available on the battleground. Survey collection apps will have to be native or devices will have to work off cellular data.

15	1	1. Introduction and Background	What are the peak hours and days for visitors at each site? Can you provide a spreadsheet with a breakdown of daily visitors? If not, can you provide one for each week of the year?	Peak hours generally begin after noon, and peak days are generally weekends. See below for the 2012-2013 total for all three entrance gates for the whole complex. See
16	5	5.1	The scope of work indicates the contractor must develop, administer, compile data and provide findings to TPWD for two surveys. This question addresses the "administer" portion of the scope. Does the TPWD anticipate the contractor working onsite to collect data directly from visitors? or Does the TPWD collect contact information (Phone, email, mailing address) from the visitors the contractor could use to solicit feedback from the visitors?	The approach will be agreed to during the development phase.
17	3	Contract Term	What is the anticipated award date for the project?	Late Spring
18	5	5.1 Survey Specifications	Will the survey be written only in English or will there be a Spanish requirement?	English and Spanish
19	5	5.1 Survey Specifications	Please provide data on the number of visitors to the Battleship Texas for March 1st through August 31st of 2017.	This information is not available. Similar information is provided below.

20	5	5.1 Survey Specifications	Please provide data on the number of visitors to the San Jacinto Battleground for March 1st through August 31st of 2017.	TPWD does not have this data.
21	5	5.1 Survey Specifications	What is meant by, or why is there "limited visitor interest" (5.1.b) for the San Jacinto Battleground with three times more visitors as compared to capturing "visitor interest" (5.1.a) on the Battleship Texas?	We anticipate having fewer questions addressing visitor interest on the San Jacinto Battleground's survey.
22	5	5.2.1 u	Because of the entrance/ exit sweep time need, we assume the survey must be on site. Or can this be done with an estimate of time by the respondent?	This will be determined during the development phase. TPWD is interested in the awarded vendor's recommendations.
23	5	5.3.1 Survey Requirements 5.3.1 a.	Does the term "focus group" in this line item refer to the visitors taking the survey?	No, this refers to reaching out to underserved audience demographics, as determined by this visitor survey (i.e. we'd like to investigate doing focus groups with these underserved groups to determine why they are not visiting).
24	5	5.3.1 Survey Requirements 5.3.1 a.	Does the agency intend to have the awarded vendor conduct a focus group as well as surveys?	The contractor is to provide recommendations for methodologies for conducting focus groups with underserved audiences. The awarded vendor will not conduct a focus group or surveys.
25	5	5.3.1 Survey Requirements	What is the anticipated start and completion date for the survey?	The desired start time would be in the summer. This is depended upon the time that is needed to develop the survey. The completion date is dependent upon the time that is needed to gather the data. TPWD and the awarded vendor will agree to timelines during the development phase.

26	5	5.3.1 Survey Requirements	What is the anticipated due date for providing the survey results?	This is dependent upon the time is needed to gather the data. TPWD and the awarded vendor will agree to timelines during the development phase.
27	5	5.3.1 I	This section mentions each survey be within a +/- 3% sampling error, but does not mention confidence level. Assuming this is meant to be at a 90% confidence level, the sample / # of surveys required would be 746 per each survey site.	This will be determined during the development phase.
	2012-2013 - Total for all three entrances for the entire complex			
		Fall	Total for complex	Average per entrance gate (3)
	Mon	17-Sep	542	180.7
	Tue	16-Oct	357	119
	Wed	27-Oct	388	129.3
	Thur	8-Nov	479	159.7
	Fri	30-Nov	463	154.3
	Sat	17-Nov	476	158.7
	Sun	2-Sep	791	263.7
		Winter	Total for complex	Average per entrance gate
	Mon	17-Dec	296	98.7
	Tue	15-Jan	293	97.7
	Wed	23-Jan	415	138.3
	Thur	14-Feb	456	152
	Fri	1-Feb	245	81.7
	Sat	23-Feb	1093	364.3
	Sun	9-Dec	513	171
		Spring	Total for complex	Average per gate
	Mon	25-Mar	472	157.3

	Tue	29-Apr	515	171.7
	Wed	24-Apr	426	142
	Thur	2-May	559	186.3
	Fri	31-May	498	166
	Sat	18-May	871	290.3
	Sun	17-Mar	1043	347.7
		Summer	Total for complex	Average per gate
	Mon	9-Jun	589	196.3
	Tue	24-Jun	559	186.3
	Wed	2-Jul	624	208
	Thur	3-Jul	537	179
	Fri	16-Aug	527	175.7
	Sat	10-Aug	695	231.7
	Sun	25-Aug	504	168

Michael Woolsey, CTPM, CTCM
Purchaser

Date

Respondents are to acknowledge receipt of this addendum. Return a signed copy of this notice with your proposal submission.

I acknowledge receipt of this addendum.

Respondent's Authorized Signature

Date

Company Name